AUBURN
Human Resources

Dir, Student Financial Services Billing

Job Description

JOB INFORMATION

Job Code	KB12
Job Description Title	Dir, Student Financial Services Billing
Pay Grade	FO13
Range Minimum	$85,560
33rd %	$108,380
Range Midpoint	$119,790
67th %	$131,200
Range Maximum	$154,020
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/4/2018

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Student Financial Services

JOB SUMMARY

Reporting to the Executive Director Student Financial Services, directs and oversees the sections of Student Financial Services responsible for billing, collections, cashiering, and student loans.

RESPONSIBILITIES

- Directs and maintains the Student Account Receivables module within in Banner Information System to accurately assess tuition and fees. Supervises and directs the activities of employees in Student Financial Services, particular in Billing, Account Services and Cashiering. Services as a primary representative for Student Financial Services to the Finance and Banner Student Steering Committees, OIT, and ISS. Preforms ad-hoc analysis to assist university decision-makers regarding new initiatives or policies.
- Monitors and oversees multiple payment systems daily as they interface with the Banner Student Account Receivable module as they relate to revenue collection. Responsible for ensuring that Payment Card (PCI) compliance risks are mitigated.
- Ensures accurate billing and refund processes and their schedules. Ensures accurate semester and fiscal year end reporting to the University Controller and Budget Services for Student Account Receivables.
- Services as liaison between University departments and colleges and the Office of Student Financial Services for centralized billing of departmental charges and training departmental users. Serves as local security administrator for Banner modules functionally owned by the Office of Student Financial Services.
- Monitors Ellucain communications for system upgrades and patches, coordinates the testing and implementation. Researches and implements industry best practices. Develops and implements new system processes as dictated by changes in Federal and State regulations and new University policies. Services as the liaison between OIT, Ellucian and the Office of Student Financial Services to maximize effectiveness when designing system processes and reports that meet the business needs of the office. Ensures excellent service to staff and students. Maintains Student Financial Services web pages and publications.
- Requests funds from the U.S. Department of Education for Federal Student Aid - William D. Ford Federal Direct Load Program.
- Ensures that various benefits are implemented accurately and restrictions are imposed for the Graduate School Tuition Fellowship, Employee Education Benefit, and Department Education Benefit.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in Business, Finance, Accounting, Higher Education Administration or relevant.	and	7 years of	progressively responsible student financial aid experience in which two (2) years include managing an administrative function. Must have one (1) year experience directly supervising full-time employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of database tables structures and structured query language (SQL).	
Knowledge of handling Federal Student Aid Title IV funds, university policies regarding tuition structure, resignations, refunds, and penalties for non-payment.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking				X		
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.